

# Harnessing the Power of Volunteers to Support Independent Living





Harnessing the  
Power of  
Volunteers to  
Support  
Independent  
Living



# What is Community Care Corps?



National, federally funded program

Innovative local models

Volunteer nonmedical services

Assisting family caregivers, older adults and adults with disabilities

Maintain independence in the community

# National Impact

Funds Requested: ~\$59M

Funds Awarded: ~\$8M

Grants Awarded: 79

Caregivers: ~5,000

Care Recipients\*: ~22,400

Volunteers: ~8,450



\*Care recipients include Older Adults and Adults with Disabilities

# Funding Options

## Option One

Funds are awarded to local organizations across the country to establish, enhance, or grow model volunteer programs in home or community-based settings.

Community Care Corps volunteers perform nonmedical tasks, provide companionship, and support family caregivers.

## Option Two

Funds are awarded to local organizations across the country capable of building a network of screened and trained volunteer chaperones to accompany older adults and adults with disabilities in need to and from non-emergency medical appointments and outpatient procedures.

# Nonmedical Volunteer Assistance



**Companionship and Friendly Visiting**

Education and Training

Caregiver Support

Technology and Communication  
Assistance

Mentoring

Meal Preparation

**Help Around the House**

Simple Home Modification and Repair

**Respite**

**Running Errands**

Resource Referrals

Stress Reduction

Social and Recreational Activities

**Transportation**

# Innovation

FamilyMeans: Community Outings

One Community: Telephone Based Learning

Sibling Leadership Network: Podcasts/Mentoring

On My Own of Michigan: Independence College

Duet: Finding Meaning and Hope

Ascension St. Agnes: Volunteer Chaperones





# Indirect Benefits to Caregivers

Final Report Summary

# Indirect Benefits to Caregivers



Defined as the improved health and well being of the caregiver as a result of services provided directly to the older adult or adult with disabilities for whom they provide care such as: respite care, companion visits and phone calls, light chores, transportation, errand running, meal assistance, home maintenance, stress reduction, etc.

# Project Plan

Identify Family Caregivers (from 3 organizations)

Capture Indirect Benefits utilizing Survey and Guided Interviews

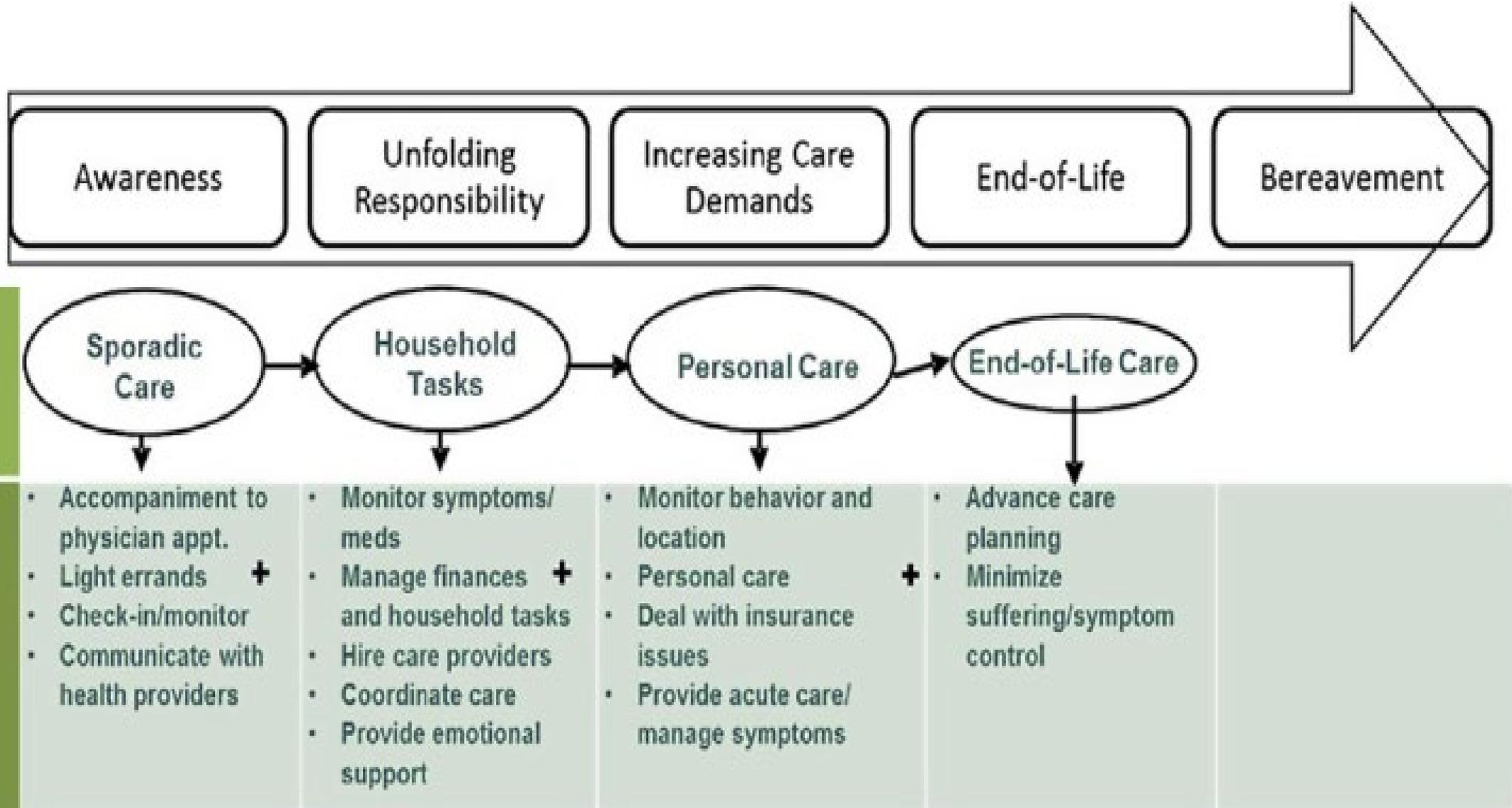
Data Collection/ Literature Review

Follow up / Calls/ Review Findings

Present Findings/Results

Final Report

# Example of Caregiver Tasks and Challenges



# Indirect Benefits to Caregivers

## Findings

Frees Caregiver  
for mental,  
emotional,  
physical breaks.

Provides  
emotional uplift  
to Caregiver and  
loved one.

Relieves stress and  
the feeling of  
being  
overwhelmed.

Companionship and  
socialization for both  
the Care Recipient and  
Caregiver.

# Indirect Benefits to Caregivers

## Findings

A different perspective,  
with new and  
helpful ideas.

Caregiver can pay more  
attention to loved one  
when someone else is  
helping inside and outside  
the home.

Can make loved  
one happy which  
then makes  
Caregiver happy.

Helped with keeping the  
house clean inside and  
outside, which allowed  
more concentrated time  
with loved ones.

## Indirect Benefit

Frees Caregiver for mental, emotional, physical breaks. Provides respite to help make it through the day, week, etc.

“I have been taking care of two parents by myself, no help from others. I don't think the student volunteers realize how much they are helping. Not only are they bringing my dad a meal, but I am also able to get out to shop or do other things that is important for me to take care of. They are not just helping him, but they are **helping me also.**”

## Indirect Benefit

A different perspective,  
with new and helpful  
ideas.

“They will check in on us from time to time, ask us if we need them to pick up something for us when they are out shopping. We have people that interact with us, **gives us ideas** on additional resources we can utilize, and help to deliver our meals.”

## Support and Resources

Caregivers report that the support they receive from the volunteers is tremendous and very important to helping them care for their loved ones.

## Free Time

Caregivers try to take advantage of the free time provided by the volunteers assisting with their loved ones.

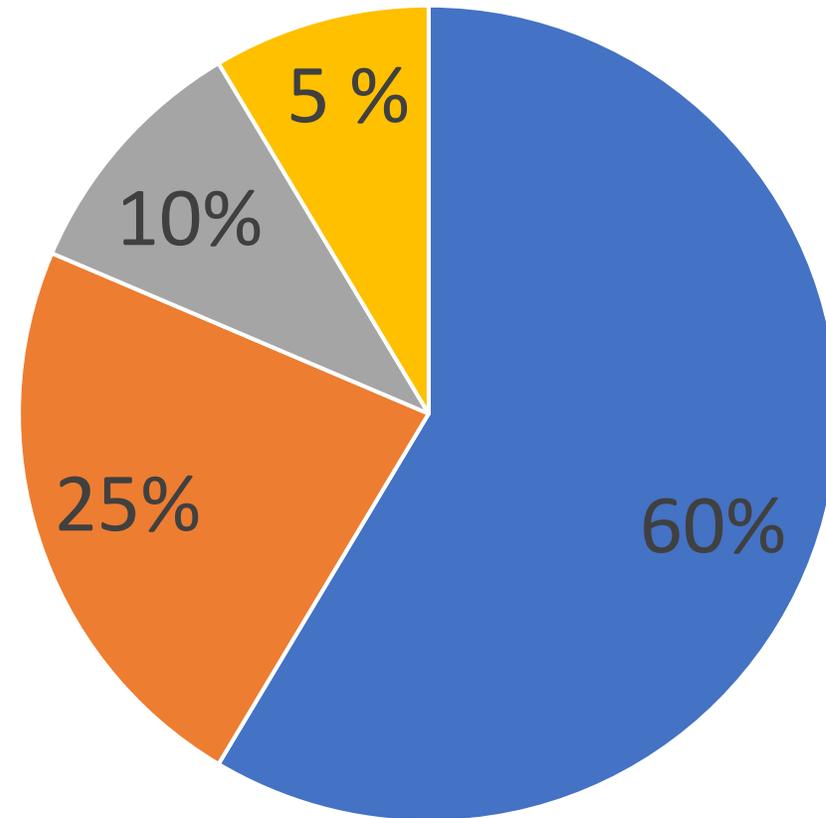
## Home Help

Caregivers report the help around the home is invaluable for chores they are unable to do.

## Errands

Caregivers report running errands for them is helpful while caring for loved one.

## What Services Were Most Beneficial to Caregivers?



■ Support / Resources ■ Free Time ■ Home Help ■ Errands

# Program & Community Impacts

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**Economic Impact** - Free non-medical volunteer services that benefit both the care recipient and the caregiver saves families and local communities economically and avoids extraordinary amounts of money for the care of their loved one. There are also monetary benefits arising from these effective projects in terms of money saved and costs avoided.

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**Well-Being Impact** - Helps to lead to better outcomes for the health of care recipients and caregivers. This includes improving people's quality of life and improving the physical, mental, and social aspects such as emotional, psychological, and economic well-being for better life satisfaction.

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**Social Impact** – providing care recipients and caregivers with more socialization with others within the community. Avoiding and decreasing isolation among the vulnerable aged population. This can also forge more family and neighborly connections and community development throughout the local communities.

# Program & Community Impacts (cont.)

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**Academic Impact** - provides the ability to impact the local community colleges and universities by providing their students with internship and on the job possible job opportunities working in the various human services helping fields.

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**Training Impact** - provides training for the volunteers as well as the care recipient and caregivers. This can have a positive impact by enhancing the development of a volunteer's ability and skill level and their ability to help others..

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**Policy Impact** – can help contribute to policy makers and funders developing more policies and funding opportunities to better assist caregivers and care recipients.

# Brief Summary of Findings

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**With regard to** some of the actual findings and results, there are definitely Indirect Benefits for Caregivers that they receive as a result of the Community Care Corps volunteer services provided to their loved ones or care recipients:

**With regard to** the Community Care Corps (C3) services, **85%** were extremely satisfied or satisfied with the C3 services the volunteers provided (see Survey Chart 11); **90%** reported the C3 volunteer services made it easier to maintain the current living situation for the person they provide care for.

**With regard to** the strong need for continued assistance for caregivers today and in the future, **98%** report having feelings of being overwhelmed, overworked, or overburdened all the time, most of the time, or some of the time (see Survey Chart 20); **91%** reported that the C3 volunteer services provided for their loved one helped to decrease these feelings.

# Lessons Learned

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Caregiver Action Network (CAN) learned that Indirect Benefits to Family Caregivers is an important area to investigate and cultivate now and in the future because of the increased needs and demands for caregivers.

We have learned that family caregivers are benefiting both *directly* and *indirectly* from the Community Care Corps.

The more we can support family caregivers and the many challenges and burdens that they face will help make them more effective at caring for their loved ones and allow many to live independently and delay or avoid expensive nursing facility care.

# Conclusion

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The Indirect Benefits Project was a successful and important project that demonstrated the many indirect benefits to caregivers.

There is clearly a great value of the Community Care Corps program. Not only do care recipients benefit from the services but their family caregivers benefit tremendously as well.

More efforts and services for family caregivers is absolutely needed.

# Hear From Program Participants



# Hear From Program Participants



# Hear From Program Participants



# Hear From Program Participants





Evaluating the  
Economic  
Impact of  
Innovative  
Community-  
Based Models

# Research Objectives

Examine economic costs and benefits of providing volunteer assistance

Create replicable analytic approaches for organizations nation-wide

Leverage findings to support and expand nonmedical volunteer assistance programs

# Ascension St. Agnes Trusted Ride Program

Cost-Benefit Analysis; 2021-2022 Grant Year

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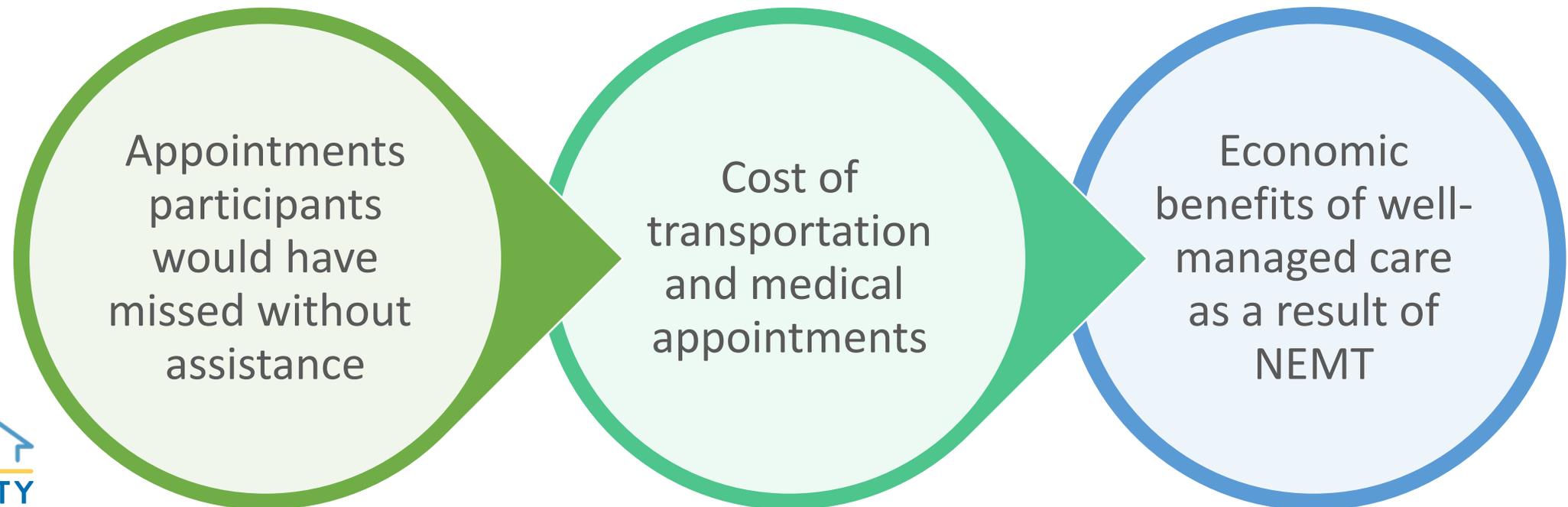


# About the Trusted Ride Program

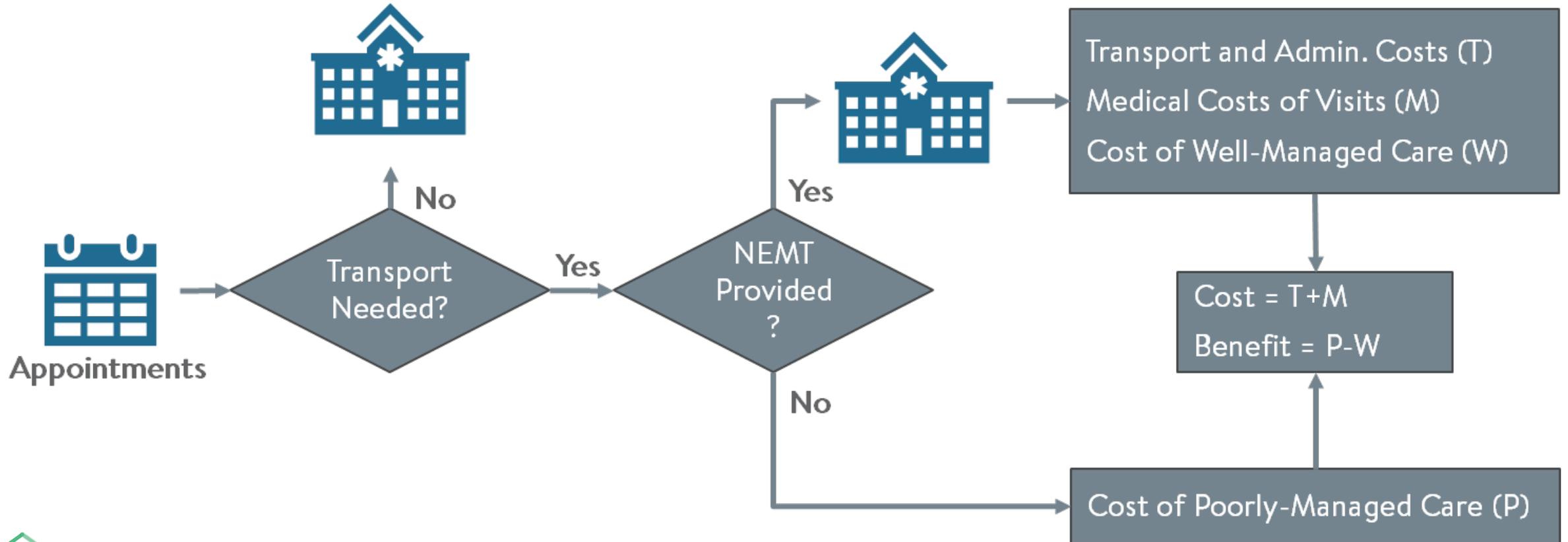
- Trusted Ride provides patients with free volunteer-chaperoned non-emergency medical transportation (NEMT) to and from medical appointments
  - Doctor's appointments, diagnostic tests, outpatient procedures, etc.
- Particularly important for older adults and people with disabilities who may miss appointments due to transportation barriers
- Staffed by a team of trained volunteers
  - Support patients in accessing Lyft ride-share services
  - Accompany patients to and from visits

# Ascension St. Agnes Analysis Methodology

- Analyzed economic costs and benefits of NEMT using a model developed by Altarum health economists and the National Academies of Sciences, Engineering, and Medicine in 2005.
- The model allowed us to estimate:



# Ascension St. Agnes Cost-Benefit Model



# Ascension St. Agnes Results

- Total benefit of total costs of \$339,828 and total benefits of \$648,977
- Estimated that program yielded a cost-benefit ratio of 1.91, nearly 2:1 return on investment (ROI)
- Every \$1.00 spent yields \$2.22 in additional medical costs but \$6.14 in cost savings to the medical system

## Ascension Saint Agnes Trusted Ride Program Cost-Benefit Analysis, 2021 to 2022 Grant Year

### Program Data

Patients Served	189
Medical Appointments	1,501

### Cost Estimates

Transportation Costs	\$48,023
Fixed Administrative Costs	\$57,600
Medical Costs for Providing Care	\$234,205
<b>Total Costs</b>	<b>\$339,828</b>

### Benefit Estimates

Cost of Poorly Managed Care	\$1,284,873
Cost of Well-Managed Care	\$635,896
<b>Total Benefits</b>	<b>\$648,977</b>

<b>Net Benefits</b>	<b>\$309,149</b>
<b>Cost-Benefit Ratio</b>	<b>1.91</b>

# Ascension St. Agnes Findings and Implications

## ROI

Leveraging volunteer chaperones to ensure access to medical appointments can generate a substantial ROI

## Benefits to Payers

Medicare and Medicaid are the most likely beneficiaries, given that patients are largely older adults and adults with disabilities

## Fast Accrual

Estimated savings accrue after just one year and could continue to grow

## Program Impact

Findings underline the positive impacts of C3 growing and supporting volunteer interventions



Note: Our estimates were based on dated data and several informed assumptions, although more accurate and timely data are unlikely to reverse or substantially impact our findings.

# Lori's Hands Student Volunteer Program

Economic Analysis; 2021-2022 Grant Year



# About the Student Volunteer Program

- Lori's Hands trains and equips volunteer college students to assist people living with chronic illnesses
- Student volunteers provide non-medical services
  - Picking up prescriptions, grocery shopping, laundry, supporting with technology use, facilitating connections to community resources, essential tasks, companionship, etc.
- Supports individuals to live with dignity and independence at home

# Student Volunteers Help Prevent Loneliness

- A recent qualitative study concluded, “Perhaps the most significant impact of Lori’s Hands is its ability to provide companionship to clients who may be isolated.”
- A subsequent quantitative study of 109 clients using the UCLA Loneliness Scale showed that older adults reported less loneliness after engagement with students in the Lori’s Hands program, reinforcing the qualitative results noted above.

# Lori's Hands Analysis Methodology

- Cost-benefit analysis to estimate the extent to which the cost of student volunteer services is offset by reduced spending on acute and long-term care
- Our approach was informed by three recent studies:
  - One study found that older adults who are not lonely have lower annual Medicare spending than older adults who are
  - Two studies found that older adults who are extremely lonely are more likely to be admitted into nursing homes than older adults who are not



\*Focusing on its subsequent impact on Medicaid spending

# Lori's Hands Cost-Benefit Model

Economic Analysis Model: The Path to Healthcare Cost Savings through Companionship Provided by Nonmedical Volunteer Assistance



Nonmedical  
Volunteer  
Assistance



Reduced Social  
Isolation



Reduced  
Healthcare  
Utilization



Cost Savings

# Medicare Savings on Acute and Long-Term Care

- Program participants were less likely to be lonely
- Reduced loneliness yields estimated annual savings of \$1,911 to Medicare
- Applying these to the impact on the loneliness of the program results in a Medicare savings of \$425 per participant

## *Medicare Cost Savings from Lori's Hands Program Participation*

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Probability of Not Being Lonely Without Services 14.20%

Probability of Not Being Lonely Following Any Services 36.50%

Percentage Point Difference 22.20%

Annual Medicare Savings Per Not Lonely Adult \$1,911

Lori's Hands Annual Medicare Savings Per Client **\$425**

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# Medicaid Savings on Nursing Home Admissions

- Program participants were less likely to be “quite” or “severely” lonely
- Analysis shows program participants are 1.64% less likely to be admitted to nursing home
- Results in \$1,621 saving per Lori’s Hands client in nursing home diversion

## *Medicaid Cost Savings on Nursing Home Care from Lori's Hands Program Participation*

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Probability of Being Quite or Severely Lonely Without Services	26.30%
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Probability of Being Quite or Severely Lonely with Services	18.80%
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Percentage Point Difference	7.60%
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Probability of Nursing Home Admission for Older Adults Who Are Severely or Quite Lonely	32.50%
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Probability of Nursing Home Admission for Older Adults Who Are Not Severely or Quite Lonely	10.80%
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Percentage Point Difference	21.70%
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Decreased Probability of Nursing Home Admission from Lori's Hands Services	1.60%
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Estimated Cost of Nursing Home Placement Per Resident per Year	\$98,602
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Lori's Hands Annual Medicaid Savings on Nursing Home Care Per Client	<b>\$1,621</b>
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# Results: Overall Savings

- Annual operating costs are \$175,000 to serve 162 participants
- Results show total Medicare cost savings on healthcare generated by the program are \$68,860, and the total cost savings to Medicaid on nursing home care alone are \$262,588
- Indicates cost-benefit ratio of 1.89 or every dollar invested yielding a benefit to Medicaid and Medicare of \$1.89

## *Overall Costs and Benefits*

<b>Program Costs</b>	\$175,100
<b>Population Served</b>	162
<b>Total Medicare Cost Savings on Healthcare and Long-Term Care</b>	\$68,860
<b>Total Medicaid Cost Savings on Nursing Home Care</b>	\$262,588
<b>Total Medicare and Medicaid Cost Savings</b>	\$331,448
<b>Net Benefit to Medicare and Medicaid</b>	\$156,348
<b>Benefit-Cost Ratio</b>	1.89

# Lori's Hands Findings and Implications

## ROI

Companionship from volunteers can decrease loneliness can generate a substantial ROI

## Benefits to Payers

Decreased loneliness leads to reduced healthcare spending (especially on nursing home care) for Medicare and Medicaid

## Savings

Analyses suggest potential savings that could more than offset the program costs

## Program Impact

Findings underline the positive impacts of C3 growing and supporting interventions

# Economic Analyses Key Takeaways

- Nonmedical volunteer assistance programs can generate a range of benefits for the people they serve, including more consistent care, better health, and reduced loneliness and social isolation
- These benefits to care recipients could have a huge economic impact, primarily regarding Medicaid and Medicare spending
- More research is needed on the benefits of volunteer assistance programs on care recipients and their unpaid caregivers

# References

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Karpyn A et al. (2021). Lori’s Hands: impacts on participating clients. Final Evaluation Report. Publication #T21-003. Center for Research in Education & Social Policy, University of Delaware. Available at [https://www.cresp.udel.edu/wp-content/uploads/2021/01/UD-CRESP\\_LH-Client-Report\\_Final\\_1.21.21.pdf](https://www.cresp.udel.edu/wp-content/uploads/2021/01/UD-CRESP_LH-Client-Report_Final_1.21.21.pdf).

For more information on the Community Care Corps program, visit [communitycarecorps.org](https://communitycarecorps.org).





# 2022 National Strategy to Support Family Caregivers



Developed by:

The Recognize, Assist, Include, Support, and Engage (RAISE) Act  
Family Caregiving Advisory Council

&

The Advisory Council to Support Grandparents Raising Grandchildren



# RAISE Act Priority Areas

Increased awareness of family caregiving.

Increased emphasis on integrating the caregiver into processes and systems from which they have been traditionally excluded.

Increased access to services and supports to assist family caregivers.

Increased financial and workplace protections for caregivers.

Better and more consistent research and data collection.

## Community Care Corps is cited as an example of how to meet Outcome 3.6 of the National Strategy:

*Volunteers of all ages and abilities are trained, vetted, and ready to assist family caregivers.*

Community Care Corps is a national program that fosters innovative models in which local volunteers assist with non-medical tasks, provide companionship, and relieve over-burdened family caregivers. The program benefits family caregivers, older adults, and persons with disabilities.



## RAISE Act Priority Areas

Increased access to services and supports to assist family caregivers.

Better and more consistent research and data collection.



## Community Care Corps

Volunteer models designed to support family caregivers:

- Providing respite
- Help around the home
- Running errands
- Resource referrals

Volunteers are vetted (background checks) and trained

- Caregiver Action Network: Indirect Benefits to Family Caregivers
- Economic impact of community-based volunteer models
- Impact on care recipients and volunteers

# REPLICATION TOOL:

A resource for organizations interested in creating similar volunteer models



- Effective elements and “hot tips” from 4 years of grantee volunteer models
- Organized within a webtool that is searchable and customizable based on the interest, demographics, capacity and funding of organizations seeking information
- The tool will continue to be populated with new effective elements and tips as the program evolves

# Resources

## C3 Newsletter and Blog

## Website



### News from Community Care Corps March 2023

#### Grantees in the News

AVUS Connect Pals™ was recognized in a [press release](#) by Generations United as a Program of Distinction, meeting the highest standards of intergenerational effectiveness, sustainability, and capacity to achieve outcomes.

#### Grantee Success Stories at the March Learning Collaborative

The Community Care Corps March learning collaborative gave grantees an opportunity to share initial project challenges along with the strategies and solutions they have used to turn their challenges into successes. Many grantees have successfully implemented asynchronous training, leveraged support from local social work agencies and used ambassadors to aid in their volunteer recruitment efforts. We look forward to hearing more inspirational success stories from our grantees as we continue to foster shared learning and collaboration during our bimonthly learning collaboratives.

#### New Resource from Dementia Action Alliance

Dementia Action Alliance has released a first-of-its-kind manual, [Pathways to Well-Being with Dementia: A Manual of Help, Hope and Inspiration](#), for people living with dementia and those who care about them. Featuring practical information grounded in

Community Care Corps · Mar 27 · 3 min read

### Tuning in to the Impact of Social Isolation and Loneliness

This month marks the three-year anniversary of the onset of the COVID-19 pandemic, which has changed the fabric of society—and thrust social isolation and loneliness further into the spotlight. However, the urgent need to address social isolation and loneliness had been gaining attention in the public health community long before the pandemic. Research has long shown the impact of social isolation and loneliness on health with both often associated with adverse health outcomes, such as chronic illness, worsening self-rated health and cognitive decline.[i]

Prior to the COVID-19 pandemic, estimates showed that 43 percent of older adults reported feeling lonely and 27 percent reported feeling isolated from others, which has only been exacerbated by the challenging social isolation that many have experienced over the last few years.[ii],[iii] More recent research shows that people with disabilities are more likely to report loneliness, social isolation and low social support compared to their peers without disabilities. [iv] Additionally, family and friend caregivers may also be more vulnerable to social isolation and loneliness as 21 percent of caregivers reported feeling alone in a 2020 study.[v]

The first cohort of Community Care Corps grantees who began implementing their volunteer models in the fall of 2020, and saw their plans quickly change when safety protocols required a pivot, resulting in changes to their program models to safely and effectively meet the needs of their community. Since then, Community Care Corps grantees have had to be equally as

- Each bi-monthly newsletter accompanied by a topical blog post
- Event and program updates
- To sign up, visit [www.communitycarecorps.org](http://www.communitycarecorps.org) and navigate to the Newsletters page and click



A national program that fosters innovative local models in which volunteers provide nonmedical assistance to family caregivers, older adults, or adults with disabilities in order to maintain their independence.



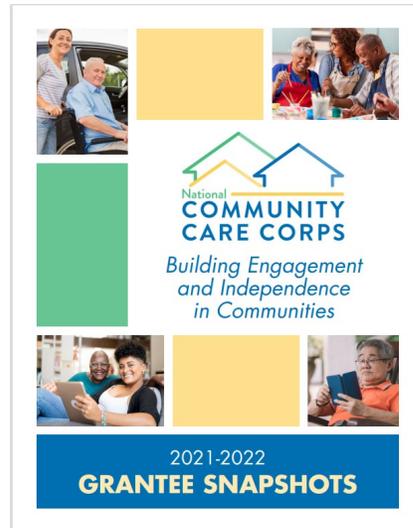
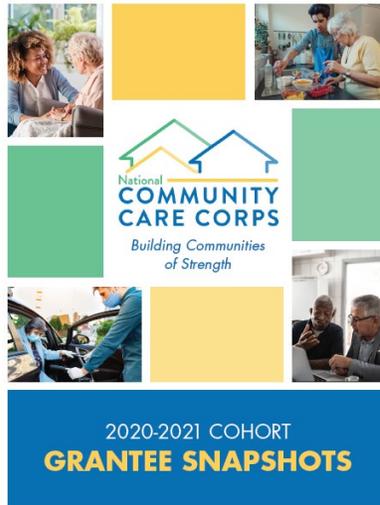
- Complete list of grantees by year and relevant resources
- C3 Vimeo captures participant stories



Stay Up to Date

# Resources

## Grantee Snapshots



- Snapshots include program overview, information on adaptations and future directions for each grantee
- 2023 installment coming this fall!



## Symposium Report



### Community Care Corps Symposium: Supporting Older Adults, Caregivers and Adults with Disabilities Through Innovative Volunteer Models

#### Introduction

Increasingly, volunteers are becoming a critical component of the care continuum that supports older adults, adults with disabilities and caregivers. Community Care Corps is a national initiative, funded by the Administration for Community Living (ACL), that fosters innovative models that leverage volunteer engagement to support caregivers and provide older adults and people with disabilities with non-medical care. To achieve this, Community Care Corps awards grants to community-based organizations across the country to help them establish, enhance and grow volunteer models that support community living. Community Care Corps is administered by Oasis Institute in partnership with the Caregiver Action Network (CAN), USAging and the Altarum Institute.

In November 2021, the Community Care Corps partners, led by USAging, held a virtual Symposium to highlight the work of Community Care Corps grantees, elevate the importance of Community Care Corps' work with key stakeholders and provide a national platform for shared learning. Across two afternoons of learning and engagement, the Symposium, titled *Supporting Older Adults, Caregivers and Adults with Disabilities Through Innovative Volunteer Models*, drove discussion about the value of volunteers and how to replicate innovative models across the country to address the needs of older adults, caregivers and people with disabilities at the community level. The Symposium featured a full lineup of federal and congressional leaders, researchers, Community Care Corps grantees and other Aging Network leaders who provided robust discussion around key resources, lessons learned, successful models and actionable steps for the Aging Network. The Symposium concluded with a panel of Community Care Corps leaders who each called on attendees to continue to develop and enhance innovative models, get involved with Community Care Corps and push for permanence by increasing the visibility of successful volunteer models with lawmakers.



- Synthesizes key takeaways and reinforces overarching messages focused on caregiving, volunteerism and the value and impact of nonmedical assistance
- Resources, tips and lessons learned

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# Thank you!

